

Appendix E –DCR Visitor Survey Report, June-October, 2005



Visitor Survey Quabbin Reservoir Watershed System



November 2005

Massachusetts Department of Conservation and Recreation
Division of Water Supply
Office of Watershed Protection

Acknowledgements:

This plan was prepared by the staff of the DCR's OWM - Quabbin Section. An OWM working group developed the survey, the basis of this report. The group consisted of: William Pula, Bob Bishop, Paul Lyons, Clif Read, Thomas Kology, Tom Peloquin, Phil Lamothe, Dave Small, Dave Supczak, David Zaganiacz, Joel Zimmerman, Lisa Gustavsen, and John Gregoire (MWRA). Survey data was summarized by Lisa Gustavsen in a spreadsheet developed by Mike Ridge. Maria Beiter-Tucker and Matt Hopkinson edited this document.

Abstract:

From June through October, 2005, the DCR/DWSP/OWM-Quabbin Section, conducted an informal visitor survey to collect public input related to its current access policies and future changes. Staff installed survey boxes at nine locations on DCR property (Gates 11, 29, 40, Enfield Lookout, Quabbin Park, Quabbin Visitor Center, and Fishing Areas 1, 2 & 3). EQ staff and Watershed Rangers monitored the survey boxes. By November 1, 2005, over 217 surveys were returned to the DCR office.

Overall, the survey respondents were generally knowledgeable in general the DCR and the Quabbin Reservoir and watershed, in particular. The majority of respondents (97%) had direct knowledge of the Quabbin. They had visited on average 38 times/year in 2004 and had spent 4 hours per visit on average.

However, the majority of visitor respondents had little to no knowledge three critical components of the organization: 1)OWM funding through MWRA from ratepayers; 2) revenue generated by DCR through forest management; and 3) Payments –In-Lieu-of Taxes (PILOT) made to the watershed communities by rate payers.

When asked about the most important values of the Quabbin Reservoir Watershed System, respondents ranked Public Water Supply as the most important value. The Quabbin's value of Solitude/Wilderness Character ranked second and Healthy Forest/Wildlife ranked third. Recreational values were ranked last by visitors.

For recreational values, hiking/walking was the most popular activity listed by visitors responding to the survey. Bird watching, driving/sightseeing, and road bicycling were listed as frequent recreational activities by the visitors. Five presently prohibited activities were clearly supported by the majority of the respondents: 1) operating ATVs, 2) Swimming, 3) Camping, 4) Trail Marking, and 5) Collecting. Three presently prohibited activities had mixed public support: 1) Hunting/Trapping, 2) Dog walking, and 3) Horseback riding

Concerning the current public input process, the respondents indicated there were two areas in which the DCR could improve its process: more media coverage of planning efforts including local newspapers and internet; and more educational outreach effort related to planning topics.

In conclusion, while Quabbin is a potential resource for additional recreation, current values of its greatest value by visitors appear not to be for recreational purposes, but rather: 1) public drinking water supply, 2) Solitude/Wilderness Character, and 3) Healthy forests.

This page intentionally left blank.

TABLE OF CONTENTS

ACKNOWLEDGEMENTS:	202
ABSTRACT:	203
I. INTRODUCTION	207
II. METHODOLOGY	207
III. SURVEY FINDINGS	211
IV. CONCLUSIONS AND NEXT STEPS	217
APPENDIX A VISITOR SURVEY 2005	219
APPENDIX B PERSONAL VALUES	225
APPENDIX C OTHER VALUES	227
APPENDIX D SUGGESTIONS FOR IMPROVEMENT	234
APPENDIX E OTHER COMMENTS	239

Figures

Figure 1 Pattern of survey response from 9 locations in 2005	208
Figure 2 Bar graph showing Table 3 data.....	215

Map

Map 1 2005 Survey Kiosk Locations within the Quabbin Reservation.....	209
---	-----

Tables

Table 1 Summary of Survey Responses: Questions 1-12.....	212
Table 2 Value Ranking by Survey Respondents.....	213
Table 3 Summary of Responses to Survey Question 24.....	214
Table 4 Payments in lieu of Taxes (FY02 & FY04) for Quabbin Towns.....	223

This page intentionally left blank.

V. Introduction

The Department of Conservation and Recreation's Division of Water Supply Protection, Office of Watershed Management (OWM) is responsible for providing 250 million gallons a day of drinking water to the Massachusetts Water Resources Authority (MWRA) for distribution to 2.2 million people in 47 Commonwealth communities. The 412 billion gallon/39.4 square mile Quabbin Reservoir is the heart of the drinking water supply. OWM manages over 100,000 acres of Quabbin Reservoir watershed land and water to protect and preserve the drinking water supply (**Map 1**).

The control and management of public access on the OWM's lands and waters is a critical component of its overall watershed protection efforts and is documented in the *Public Access Management Plans* (1988, 1998). Public input is used in the development of these plans. The OWM actively seeks input on its current and future access policies and controls from a variety of perspectives – such as legislatively mandated watershed advisory groups, abutters, user interest groups, and others. OWM supports an ongoing discourse with the public on water supply protection strategies. This report describes a specific information collection tool the OWM is using to collect information from a variety of sectors of the population – a survey/questionnaire. To date, the information collected has provided valuable public input into the current plan update process as well as providing guidance on the future public outreach needed.

VI. Methodology

As part of the OWM's planning process to update its *Public Access Management Plan* for the Quabbin Reservoir Watershed (1988, 1998) a working group⁶⁰ was established and convened in January 2005. In recognition of the many changes that have occurred since the 1998 update (e.g., organizational, national, etc.), the group recommended developing a survey (similar to a 1999 survey conducted in the Ware River Watershed) aimed at abutters and their opinions about current public access issues.

Survey Development – Internal Working Group

A survey/questionnaire was developed between January-February 2005 based on previous public access questionnaires. The Working Group completed the final draft survey in late February 2005. The survey was sequentially piloted with three outside groups and revised according to comments received between testing groups. First, the Quabbin Watershed Advisory Committee (QWAC) was sent the survey on 2/18/05. QWAC reviewed the survey at its monthly meeting on 3/7/05. A second advisory group, the Ware River Watershed Advisory Committee (WRWAC) reviewed and submitted comments on 3/10/05. The North Quabbin Regional Landscape Partnership (NQRLP) reviewed and commented on the survey on 3/18/05. Based on this input, the survey was finalized on March 21, 2005 (**Appendix A**). After finalizing the survey on 3/21/05, copies of the survey were placed at nine locations for visitors between June through October, 2005.

The survey was comprised of four sections: 1) Factual statements about Quabbin and the DCR; 2) Questions to collect information about the respondent including their personal values related to Quabbin; 3) Questions designed to collect knowledge, actual use, and opinion about specific

⁶⁰ The working group consists of representatives from each section, a representative from the NR section, a Boston liaison, and MWRA and EOEA-RMP representative.

public access activities at Quabbin; and 4) Detailed educational information about both the Payment-in-Lieu-of-Taxes (PILOT) program in Quabbin Watershed and map of the Quabbin Reservoir watershed.

Survey Distribution- Kiosks and Existing Visitor Sites

In May 2005 five survey kiosks were installed at popular visitor entrance sites: 1) Quabbin Park near Winsor Dam; 2) Enfield Lookout (in Quabbin Park); 3) DCR Gate 11 (West side); 4) DCR Gate 29 (north side); and 5) DCR Gate 40 (East side) (**Map 1**). In addition, four existing sites posted the availability of the survey: 1) Quabbin Visitor Center; 2) Fishing Area 1 (west side); 3) Fishing Area 2 (north side); and 4) Fishing Area 3 (east side). From June through October, 2005, 217 visitor surveys were returned to the DCR Administrative Building. In addition, the survey was distributed at a second public workshop held in mid-October in Petersham, MA. The goal of this effort was to collect information of users who may not belong to organized recreational groups.

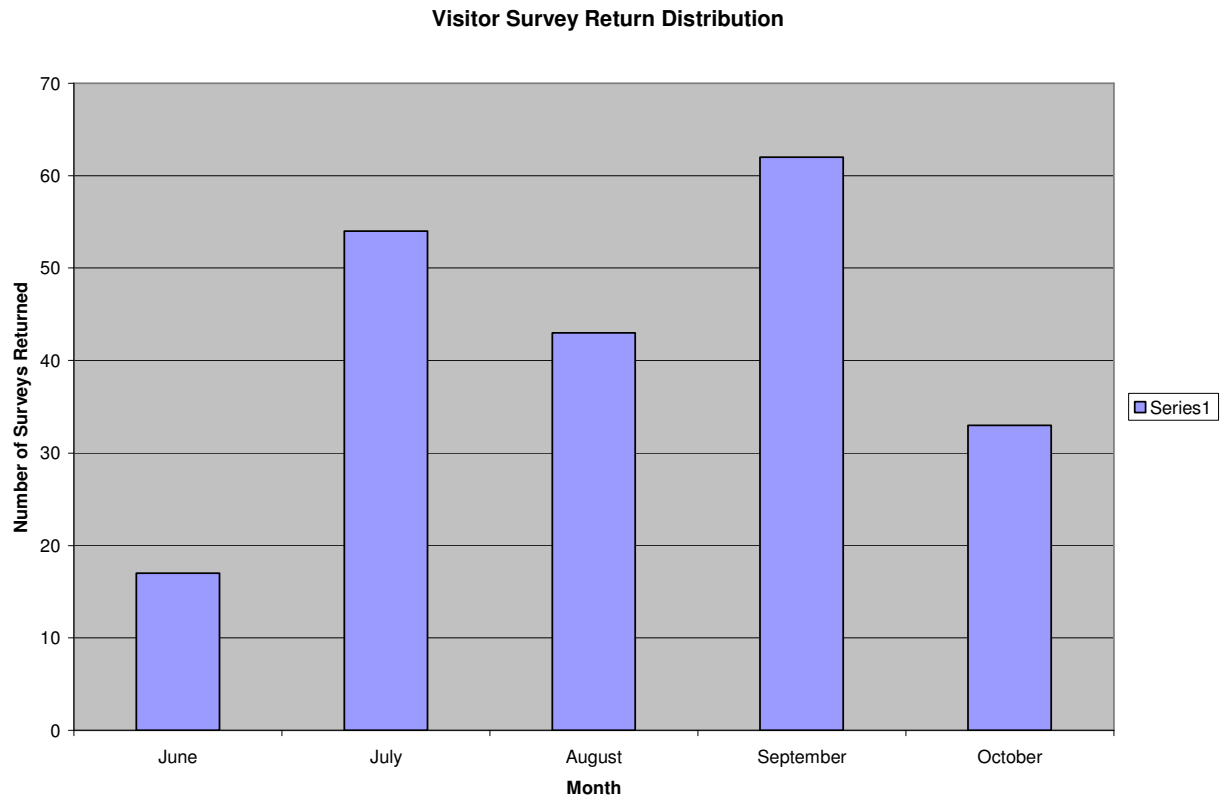
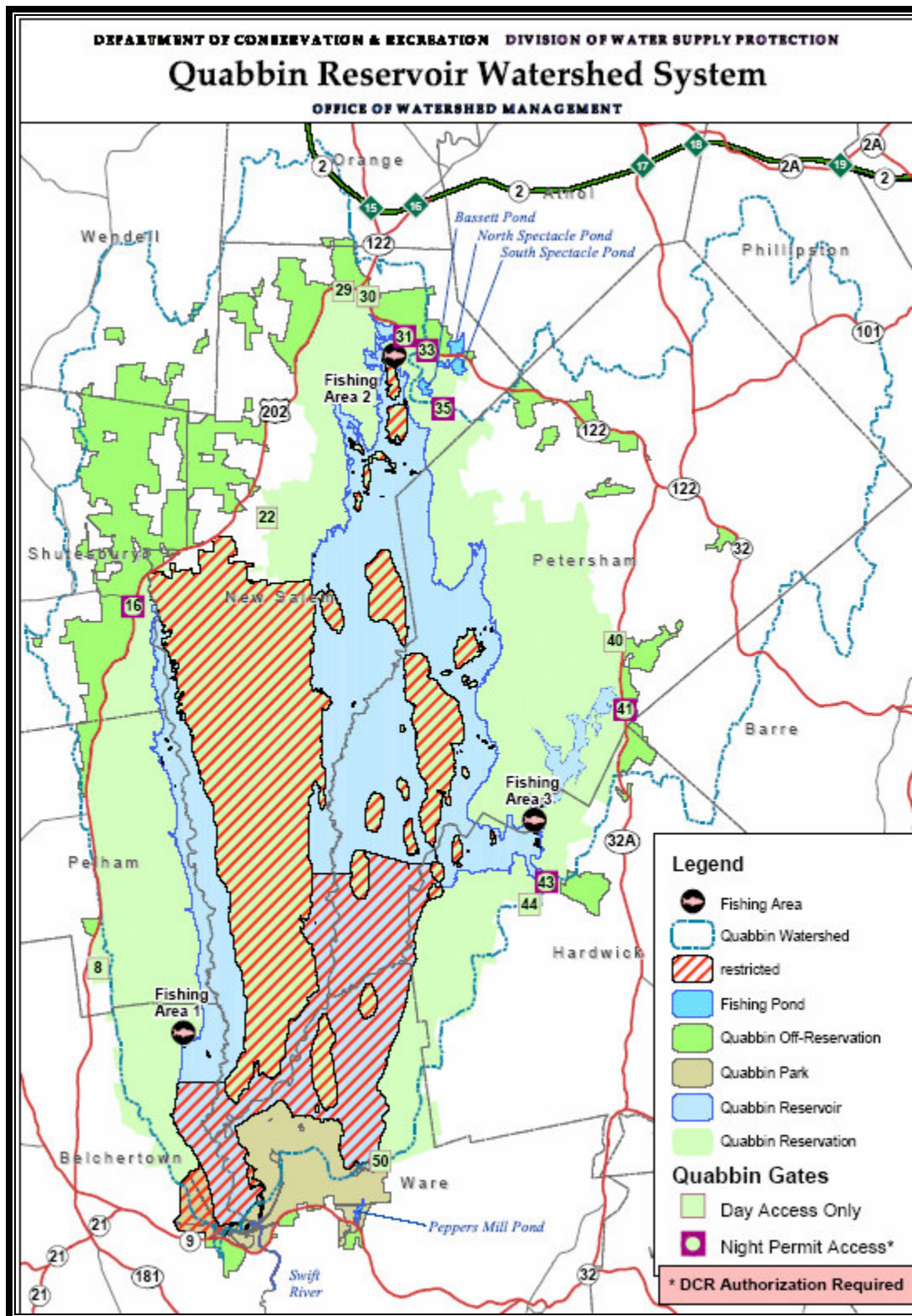


Figure 8 Pattern of survey response from 9 locations in 2005



This page intentionally left blank.

VII. Survey Findings

Survey Response

217 completed surveys were returned to the Division as of November 1, 2005. The survey rate of response varied through the months. September had the largest return rate compared with the other four months (**Figure 1**). Survey data was entered and analyzed in Excel. Standard statistical summary functions were used (Count, Average, Maximum, and Minimum) for Survey questions 1-12 and are reported in **Tables 1 & 2** and summarized below.

Summary

- Overall, the respondents were very knowledgeable of the OWM, its existing public access management plan, and related recreational access regulations. The majority of respondents (97%) had direct knowledge of the Quabbin. They had visited on average 38 times/year in 2004 and had spent 4 hours per visit on average.
- Hiking/walking was the most popular recreational activity. Birdwatching, driving/sightseeing, and road bicycling were frequent recreational activities.
- The value of Quabbin was very evident in the survey findings. While the majority of visitors were knowledgeable of Quabbin's value as a public drinking water supply. Other important values of the Quabbin listed were: Solitude/Wilderness Character; Healthy Forests/Wildlife; and History/Cellarholes (**Table 2**).
- Five presently prohibited activities were clearly supported by the majority of the respondents: operating ATVs, Swimming, Camping, Trail Marking, and Collecting (**Table 3**).
- Three presently prohibited activities had mixed public support: Hunting/Trapping, Dog walking, and Horseback riding (**Table 3**).

Several trends appeared when respondents were asked about what activities they engage in at Quabbin what they think should be allowed, and what they think should be prohibited (**Table 3**). The most popular activities that people listed as doing were Hiking/Walking, Bird watching, Driving and Sightseeing. However, the list doubled for activities that "should be allowed". For example, more than 100 of 183 respondents listed the 12 activities Driving/Sightseeing; Mt. Bicycling; Road Bicycling; Hiking/Walking; Bird watching; Snowshoeing; Cross-country skiing; Ice-fishing off-reservoir; Shore-fishing-on-reservoir.; Boat fishing on reservoir; Canoeing; and Kayaking. This response suggests that the surveyed group greatly values the idea of public access, while not necessarily engaging in it. Current OWM policy allows these activities with restrictions and limitations. When asked what should be prohibited more than half of the respondents listed the following activities: Snowmobiling; Operating ATVs; Swimming; Camping; Trail-marking; and Collecting. Current OWM policy prohibits all these activities with the exception of snowmobiling allowed on designated trails on off-reservation lands at certain times under certain snow conditions. When compared to our public workshop input, survey results indicate less demand for cross-country skiing and dog walking.

Finally, given the current public input process, the respondents indicated there were two areas in which the DCR could improve its public process: more media coverage of planning efforts including local newspapers and internet; and more educational outreach effort related to planning topics.

Table 14 Summary of Survey Responses: Questions 1-12

<i>Question</i>	<i>Average</i>	<i>Yes</i>	<i>No</i>
Have you ever visited the Quabbin Reservation ⁶¹ ?		209	7
How many times in 2004 did you visit the Quabbin Reservation?	38		
When you visit, how many hours do you usually spend here?	4		
Did you know that the Quabbin Reservoir provides the drinking water for over 2 million people, primarily in the Boston metropolitan area, as well as to 3 western MA communities, Chicopee, Wilbraham, and South Hadley Fire District #1?		209	8
Did you know that the Quabbin Reservation is a public resource comprised of lands taken by eminent domain specifically for water supply protection and is not run by a private corporation?		213	3
Did you know that the Commonwealth merged the Metropolitan District Commission (MDC) and the Department of Environmental Management (DEM) in 2003 and the new agency's name is the Department of Conservation and Recreation (DCR)?		144	72
Did you know that DCR's Office of Watershed Management and its activities are completely funded through water bill payments made by the people who live in metro Boston and the 3 western communities, and not by the entire Commonwealth through state taxes?		76	139
Did you know that there is controlled public access and limited recreation at Quabbin Reservation?		213	2
Did you know that DCR-Quabbin does not charge a general entrance fee to Quabbin Reservation (a parking fee is charged at the Boat Launch Areas)?		212	4
Did you know that DCR generates approximately \$800,000/year from green-certified forest products grown on the Quabbin Reservation?		43	172
Did you know that the DCR makes annual payments in-lieu-of tax of over \$5 million to towns that contain property owned by the Commonwealth for drinking water supply and protection? (see attached sheet for Quabbin specific communities).		39	177

⁶¹ "Quabbin Reservation" refers to the Quabbin Reservoir and adjacent lands managed by DCR for drinking water supply protection.

Values of Quabbin Reservoir and Reservation – Questions 12 & 13

In order to capture our survey respondents' personal values related to the reservoir and its watershed system, the Division posed two questions in its survey (Questions 12 & 13) related to the Division's 2000 Master Policy Statement of Values⁶².

Table 2 provides a ranking of the values of Quabbin to survey respondents, based on the number of "most important" scores each value listed received. Using this simple method there appears to be three levels of values: 1) Value as a public water supply; 2) Value for solitude, public access, and healthy forests; and 3) Fishing and historical value (**Appendix B**).

Table 15 Value Ranking by Survey Respondents

Ranking	Value
Value 1	Public Water Supply
Value 2	Solitude/Wilderness Character
Value 3	Healthy forests/Wildlife
Value 4	History/Cellarholes
Value 5	Engineering History
Value 6	Boating/Fishing
Value 7	Public Access/Recreation

Source: (DCR Visitor Survey Results, 2005)

Other Personal Values

In addition to the values specifically defined above, survey question 12 offered the respondents an opportunity to list other personal values; approximately 18% of the respondents chose to include additional values. The types of values varied. Some people chose to list existence values such as "Buffer to consumption and expansion", "space", "beauty" and "views of water"; others chose to list an access related value that they would like introduced such as "Access for much larger 4 stroke boats" and "horseback trails"; Others listed a very controlled activity – hunting (**Appendix C**).

Activities

Table 3 shows the results from Question 24 - a three part questions related to activities both allowed and prohibited in various areas of the watershed including on the reservoir.

⁶² Insert description/history of Master Policy Statement here.

Table 16 Summary of Responses to Survey Question 24

Activity	Should Be Allowed at Quabbin	Should Be Prohibited at Quabbin	Your Activities at Quabbin
Driving/Sight-seeing	126	35	52
Snowmobiling	40	119	1
Operating ATVs	7	149	1
Mountain Bicycling	124	26	29
Road Bicycling	149	12	49
Hiking/Walking	166	2	104
Bird watching	165	2	60
Snowshoeing	157	10	32
Cross-country Skiing	148	13	21
Hunting/Trapping	82	69	9
Ice Fishing-off-reservoir	128	25	8
Shore Fishing -Reservoir	132	12	32
Dog Walking	71	89	8
Horseback Riding	59	91	8
Boatfishing-Reservoir	128	31	32
Canoeing	151	27	16
Kayaking	142	81	12
Swimming	28	121	4
Wading	96	58	9
Camping	24	126	7
Trail Marking	43	104	2
Collecting	20	116	2
Geocaching	31	53	1
Assemblies	98	35	4
Fundraisers	50	77	1
Orienteering	81	29	3

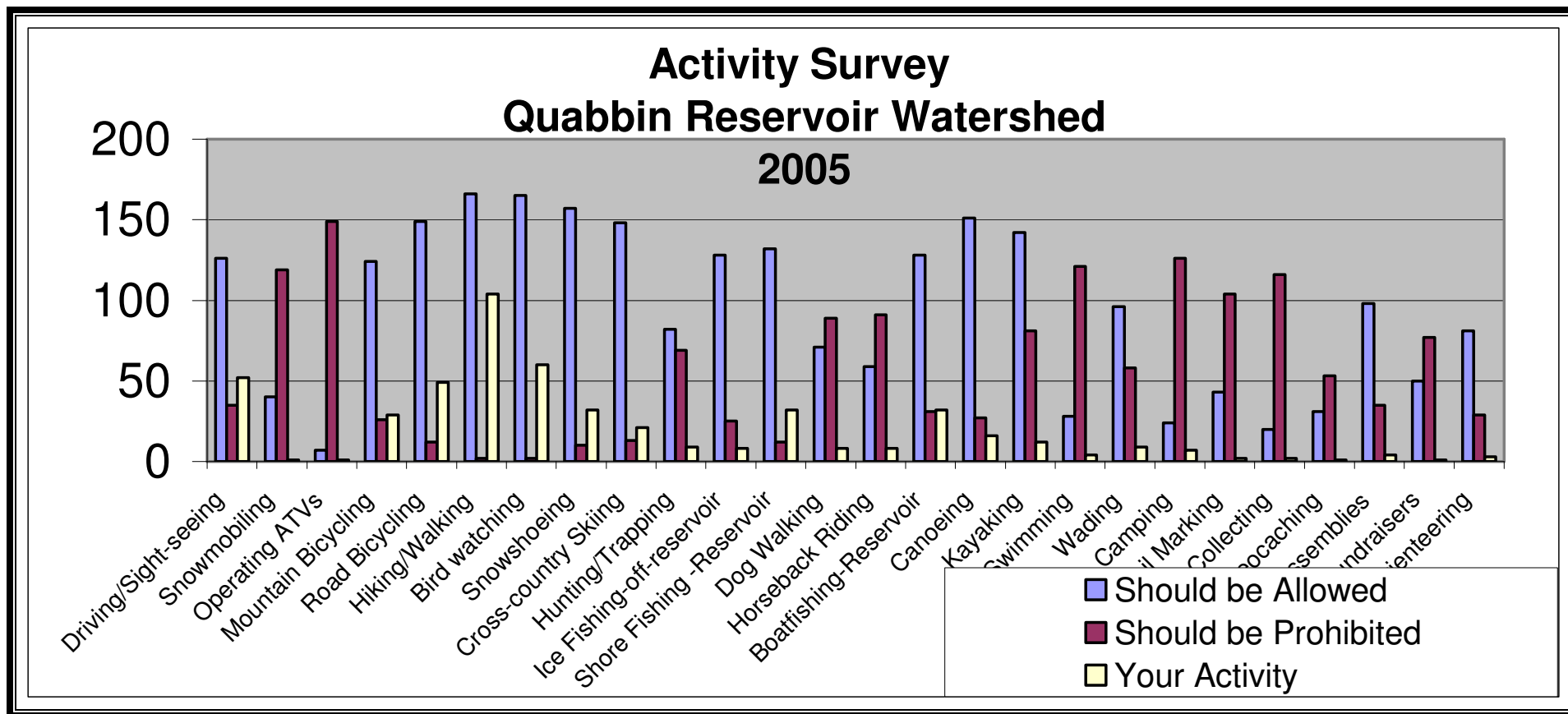


Figure 9 Bar graph showing Table 3 data

This page intentionally left blank.

Public Input Process Improvement Suggestions

Approximately 43% of the survey respondents made specific comments regarding how to improve the DCR's public input planning process (**Appendix D**). The comments tended to fall into 5 categories: 1) More media coverage needed; 2) More stakeholder outreach needed; 3) General Compliments, and 4) General Comments. Within these five groups, 91% of the comments were one of two types of comments: 1) Improve or increase use of media coverage for information dissemination; or 2) Improve and increase public outreach efforts.

VIII. Conclusions and Next Steps

While recreation policy depends on more than public opinion, this visitor survey dramatically suggests that the public's perception of increased recreational uses of public drinking water supply lands and waters should be allowed. More scientific research is needed concerning recreational activities in public drinking water supply areas and water quality protection.

Visitors were familiar with the Quabbin, knowledge of the agency responsible for its management was lacking in three important areas: 1) PILOT payments; 2) Funding by the MWRA; and 3) OWM's forestry revenue generation. Future public outreach and education should be aimed at disseminating this information.

DCR has initiated short-term and long-term steps to address specific public input from this survey.

Short-term action steps

- Increased media notification of upcoming public processes, including postings on internet
- Earlier notification of public meetings, etc. for stakeholders

Long-term actions steps

- Planned establishment of permanent information kiosks at key locations (e.g., Gates 11, 29, 40, Quabbin Park, and Enfield Lookout)
- Planned public outreach regarding specific topics to include: PILOT payments, MWRA funding, and forestry revenue generation.

This page intentionally left blank.

Appendix A Visitor Survey 2005



**Survey
Public Access and Recreation
on Quabbin Reservoir Watershed System Lands and Waters**

Thank you for taking the time to complete this brief survey and returning it to: **DCR - Access Survey, 485 Ware Road, Belchertown, MA 01007**; the Quabbin Visitor Center, or the public workshop.

The Department of Conservation and Recreation (DCR), Division of Water Supply Protection (DWSP), Office of Watershed Management manages the Quabbin Reservoir, a public drinking water supply, and surrounding lands within the reservoir's watershed. We are required by Federal and State regulations to demonstrate proper management and adequate control of public access and recreation, if allowed, on these lands and waters in the Quabbin Reservoir watershed. Public input is one important source of information the DCR uses in evaluating its access rules. Your input is important to us.

Please circle or fill in the blank

- | | | |
|---|-------------|-----------|
| 1. Have you ever visited the Quabbin Reservation ⁶³ ? | Yes | No |
| 2. How many times in 2004 did you visit the Quabbin Reservation? | _____ times | |
| 3. When you visit, how many hours do you usually spend here? | _____ hours | |
| 4. Did you know that the Quabbin Reservoir provides the drinking water for over 2 million people, primarily in the Boston metropolitan area, as well as to 3 western MA communities, Chicopee, Wilbraham, and South Hadley Fire District #1? | Yes | No |
| 5. Did you know that the Quabbin Reservation is a public resource comprised of lands taken by eminent domain specifically for water supply protection and is not run by a private corporation? | Yes | No |
| 6. Did you know that the Commonwealth merged the Metropolitan District Commission (MDC) and the Department of Environmental Management (DEM) in 2003 and the new agency's name is the Department of Conservation and Recreation (DCR)? | Yes | No |
| 7. Did you know that DCR's Office of Watershed Management and its activities are completely funded through water bill payments made by the people who live in metro Boston and the 3 western communities, and not by the entire Commonwealth through state taxes? | Yes | No |
| 8. Did you know that there is controlled public access and limited recreation at Quabbin Reservation? | Yes | No |
| 9. Did you know that DCR-Quabbin does not charge a general entrance fee to Quabbin Reservation (a parking fee is charged at the Boat Launch Areas)? | Yes | No |
| 10. Did you know that DCR generates approximately \$800,000/year from green-certified forest products grown on the Quabbin Reservation? | Yes | No |
| 11. Did you know that the DCR makes annual payments in-lieu-of tax of over \$5 million to towns that contain property owned by the Commonwealth for drinking water supply and protection? (see attached sheet for Quabbin specific communities) | Yes | No |

⁶³ "Quabbin Reservation" refers to the Quabbin Reservoir and adjacent lands managed by DCR for drinking water supply protection.

12. Please list in order of importance the seven (or eight) **personal values** listed below that are most important to you when you think of the Quabbin Reservoir/Reservation (1 = most important; 8 = least important). You may list more than one value as most important.

- a. Public access/recreation _____
- b. Public water supply _____
- c. Engineering History/building, dam, dike, and spillway viewing _____
- d. Solitude/Wilderness character _____
- e. Healthy forests/Wildlife _____
- f. History/Cellarholes _____
- g. Boating/Fishing _____
- h. Other (list): _____

13. What do you think is/are the greatest **public value(s)** of Quabbin Reservoir/Reservation?

The Quabbin Reservoir and its surrounding lands are first and foremost a regulated drinking water supply. However, this public resource has many other values to different people. DCR believes that public input is important in developing robust policies related to the management of Quabbin Reservoir. DCR-Quabbin is committed to the following methods of communicating with the public: convening regularly scheduled meetings with the Quabbin Watershed Advisory Committee (QWAC, a committee defined in the Agency's legislation), holding a public workshop before updating its plans and associated policies for the Quabbin Reservoir watershed; conducting user surveys; meeting with advisory groups, legislators, sister agencies, and others prior to developing draft plans; distributing draft plans to all user communities (libraries and elected officials); forming working groups if needed; and presenting findings at a public hearing.

14. Before reading the above paragraph, did you know that the DCR holds a **public workshop** before updating its policies related to public access and recreation? **Yes** **No**

15. Before reading the above paragraph, did you know that the DCR sends **draft copies** of its plans to watershed town libraries, town selectboards, advisory committees, other state agencies, and to interested individuals for review and comment? **Yes** **No**

16. Before reading the above paragraph, did you know that the DCR-Quabbin holds a **public hearing** before it finalizes plans and policies related to public access and recreation? **Yes** **No**

17. Do you think DCR's public input planning process can be improved? **Yes** **No**

19. If yes, how? _____

19. What is your age, in years?
_____ years

20. What is your gender (circle)? **Female** **Male**

24. What town/State do you live in? _____

25. Do you live in the Quabbin Reservoir watershed? (see attached map) **Yes**
No

26. How long have you lived here? __< 1year __1-5 years __5-10 years __> 10 years

The chart below lists activities both allowed and prohibited at the Quabbin Reservoir and its adjacent lands along with DCR's current access policy. Please use this chart to answer the following questions:

24. In the first column, use a ✓ to mark activities you think **should be allowed** at Quabbin, a public drinking water supply reservoir and watershed. Use a ?, if you are not sure. In the second column, use a ✓ to mark activities you think **should be prohibited** at Quabbin, a public drinking water supply reservoir and watershed. Use a ?, if you are not sure. In the third column, use a ✓ to mark the things you do at Quabbin.

List which activities, if any, conflict with your experiences: _____

Activity	Current Access Policy	Should Be Allowed at Quabbin	Should Be Prohibited at Quabbin	Your Activities at Quabbin
Driving/Sight-seeing	Allowed on designated roads at designated times.			
Snowmobiling	Allowed on Off-Reservation lands only under certain conditions.			
Operating ATVs	Prohibited			
Mountain Bicycling	Allowed on designated roads at designated times.			
Road Bicycling	Allowed on designated roads at designated times.			
Hiking/Walking	Allowed, except in restricted areas, at designated times.			
Bird watching	Allowed, except in restricted areas, at designated times.			
Snowshoeing	Allowed, except in restricted areas, at designated times. Prohibited on reservoir when frozen.			
Cross-country Skiing	Allowed on Off-Reservations lands only at designated times.			
Hunting/Trapping	Prohibited except by special permit during the Quabbin Controlled Deer Hunt and within Off-Reservation lands.			
Ice Fishing-off-reservoir	Allowed on designated ponds only.			
Shore Fishing -Reservoir	Allowed in designated areas and designated times and Quabbin fishing season.			
Dog Walking	Prohibited by regulation.			
Horseback Riding	Prohibited by regulation.			
Boatfishing-Reservoir	Allowed with fishing license in designated areas, at designated times and season.			
Canoeing	Allowed with fishing license off-reservoir in designated areas at designated times, season and sized boat.			
Kayaking	Allowed with fishing license off-reservoir in designated areas at designated times, season and sized boat.			
Swimming	Prohibited by regulation.			
Wading	Allowed with boats in designated areas at designated times.			
Camping	Prohibited by regulation.			
Trail Marking	Prohibited by regulation.			
Collecting	Prohibited by regulation.			
Geocaching	No Policy.			
Assemblies	Allowed with OWM permit in designated areas at designated times.			
Fundraisers	Prohibited unless given written approval by Commission.			
Orienteering	No policy.			

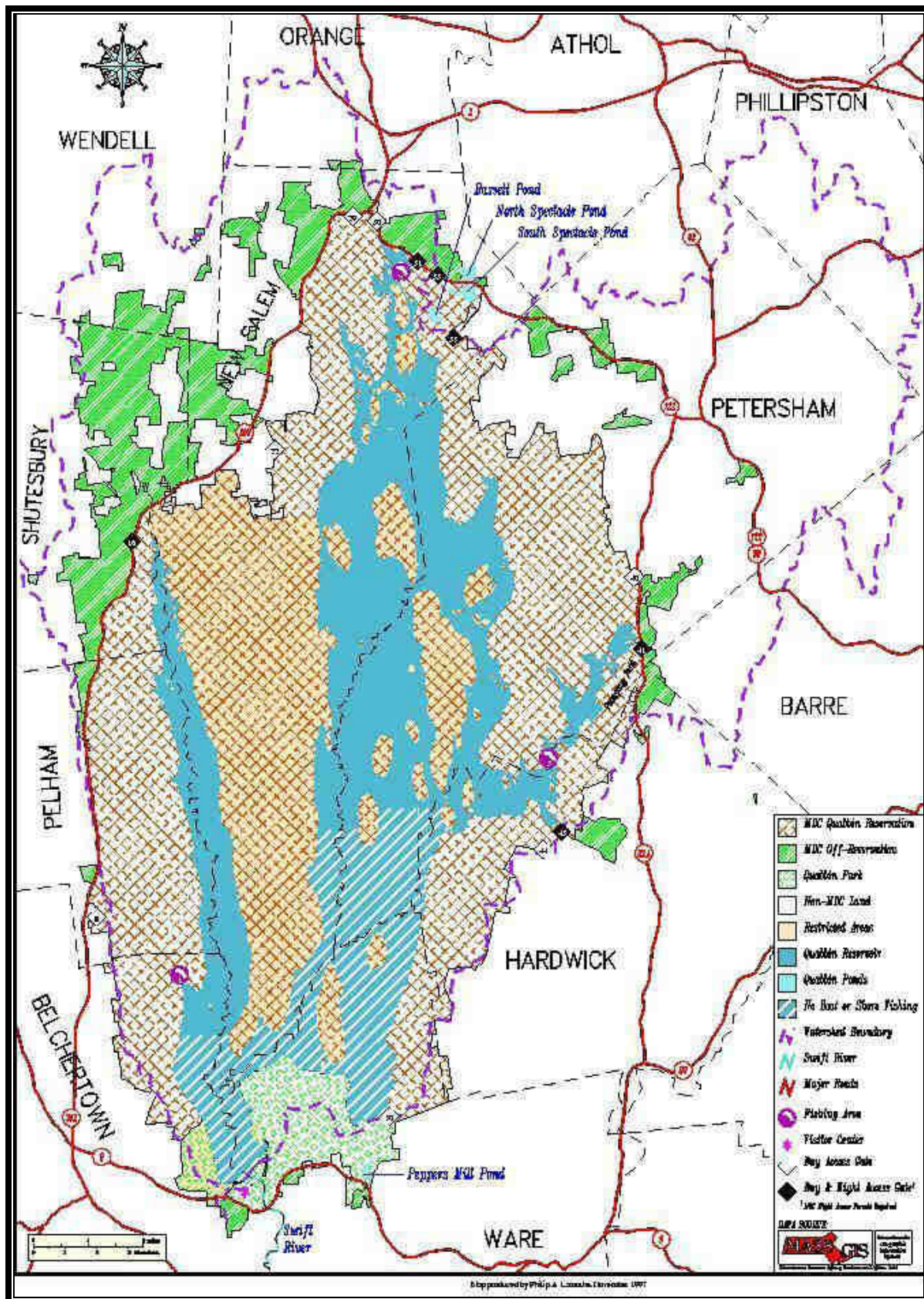
Thank you for your time and interest.

Table 17 Payments in lieu of Taxes (FY02 & FY04) for Quabbin Towns

Quabbin Community	P.I.L.O.T. FY2003	P.I.L.O.T. FY2004
Barre (Quabbin and Ware)	\$129,668	\$129,668
Belchertown*	\$170,786	\$170,786
Hardwick*	\$53,682	\$54,761
New Salem*	\$236,144	\$264,481
Orange	\$3,286	\$3,286
Pelham*	\$160,929	\$162,276
Petersham*	\$323,481	\$323,481
Phillipston (Quabbin and Ware)	\$7,067	\$7,067
Shutesbury	\$244,712	\$250,019
Ware*	\$311,259	\$320,224
Wendell	\$16,247	\$16,247
Total Quabbin Watershed	\$1,657,261	\$1,702,296

* Includes additional payment for lands annexed after the dissolution of the towns of Enfield, Greenwich, Prescott, and Dana.

For more information, go to
www.mass.gov/dcr/waterSupply/watershed/pilot.htm.



Appendix B Personal Values

Survey Question 12

	DCR Master Policy Values						
	Public Access/Recreation	Public Water Supply	Engineering History	Solitude/Wilderness Character	Healthy forests/Wildlife	History/Cellarholes	Boating/Fishing
Personal Values 1 (Most Important)	86	100	15	89	72	27	48
Personal Values 2	39	22	12	50	42	13	20
Personal Values 3	34	21	29	29	42	36	12
Personal Values 4	16	9	28	15	29	42	16
Personal Values 5	9	16	41	13	12	29	24
Personal Values 6	11	16	47	6	5	17	24
Personal Values 7	4	11	20	1	2	29	37

Source: (Visitor Survey, June-October, 2005)

Ranking Summary

Value 1	Public Water Supply
Value 2	Solitude/Wilderness Character
Value 3	Healthy Forests/Wildlife
Value 4	History/Cellarholes
Value 5	Engineering History
Value 6	Boating/Fishing
Value 7	Public Access Recreation

Appendix C Other Values

Survey Question 13

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Month – Location	Comment
June	1st water supply to many. I'm surprised Boston hasn't closed Quabbin to visitors yet. 2nd for myself, beauty, serenity, quiet place to walk and reflect.
June	Beautiful undisturbed undeveloped wilderness
June	Pure water supply. The fact that we can roam an 80 sq. mile chunk of uninhabited land with no trucks, ATVs, or snowmobiles to disturb us or the wildlife.
June	Significant protected land and water resource
June	Fellowship
June	The greatest thing to the public is sightseeing.
June	Don't quite see that public and personal values are any different.
June	A place where people are not d....?
June	An easily accessible public recreation area.
June	Potable water, access
June	Open access while maintaining integrity.
June	Recreation and Boating
June	water supply
June	wilderness
July	Wilderness
July	The evacuation of 4 towns to supply water to Boston is a travesty. Quabbin as a living history museum may prevent further ill-conceived ideas.
July	Water supply
July	Public water supply, public access/recreation, solitude/wilderness character
July	Water and wilderness
July	Recreation
July	Public water supply
July	The increasing variety of wildlife.
July	Open space, wilderness, wildlife
July	Public water supply, recreation, healthy forest & wildlife
July	Conservation land & water
July	Water supply - public access
July	Clean drinking water and unique wilderness preserve
July	Open land preservation
July	water supply for cities, towns listed. 2) boat-fishing as a recreational attraction.
July	wildlife, walks, peaceful, picnics
July	clean water and public access
July	enjoyment of the great variety of wildflowers and animal life and birds and hiking trails.
July	water supply

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Month – Location	Comment
July	water supply & recreational area unspoiled by motorized vehicles and too many users
July	walking trails
July	water supply
July	public water supply and healthy forests/wildlife
July	public water supply and healthy forests and careful access
July	land that will not be developed
July	recreation, water supply
July	Free access and pristine hiking
July	Water supply
July	The recreation possibilities
July	The uniqueness of the watershed itself.
July	Being allowed to hike on the trails for free.
July	Being able to see the birds and other animals.
July	Peace and tranquility - watching wildlife - a place to get away from everything
July	Water supply, fishing, "accidental wilderness", wildlife habitat
July	Water, scenery, solitude
August	Place to enjoy the outdoors in environmentally friendly ways
August	To allow public access for sightseeing only
August	Water supply and open space
August	Public recreation.
August	public recreation 0 if any water left over, send to Boston
August	Clean water for Boston and recreation for everyone.
August	Public access/recreation; public water supply; solitude/wilderness character
August	water supply, wilderness/wildlife, nondestructive limited public use
August	public access - wildlife area
August	wilderness, drinking water even though not ours
August	Family fun - Gate 5 with all the rocks and water
August	water source and wilderness
August	wildlife and forest health
August	Aside from the walks, the fact that it provides so much that cannot be developed and the wilderness can be enjoyed.
August	Water
August	Solitude and land, water, wildlife protection
August	Place to see nature and water supply
August	Healthy forests/wildlife
August	Viewing wildlife. Walking where there are no others and (no) traffic.
August	Open space for sightseeing, roads for walking, public water, protected land.
August	safe/clean water
August	Recreation, wildlife, & solitude
August	Wildlife and public access

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Month – Location	Comment
September	Access to nature
September	
July-FA	Fishing
July-FA	A quiet activity that's inexpensive to families and sportsmen.
July-FA	
July-FA	Public water supply, public access/recreation, wilderness, fishing
July-FA	Water supply
July-FA	The water
July-FA	Drinking water, fishing, & hunting
July-FA	Drinking water, hunting, & fishing
July-FA	drinking water supply - fishing resource
July-FA	A protected multi-use resource free from urban sprawl
July-FA	Protected resource and no development
July-FA	Family oriented
July-FA	Water and the controlled fishing and recreation they have
July-FA	fishing and wildlife
July-FA	fishing
July-FA	drinking water and recreation (fishing being #1)
July-FA	unlimited daily visits and/or length of single visit
July-FA	
July-FA	Large, undevelopable area of land to protect water supply as habitat for wildlife
July-FA	Wildlife, water source
July-FA	Peace
July-FA	Water
July-FA	Water supply and access/recreation
July-FA	
July-FA	Wilderness-solitude, respect shown for the folks who gave up their homes
July-FA	Clean water, wild area to hike and bird watch, observe nature
July-FA	There should remain places that stay in their natural state as much as possible - Quabbin is one.
July-FA	water
July-FA	Undeveloped land/wildlife protection
July-FA	Solitude/wilderness
July-FA	Recreational access to nature
July-FA	Maintaining the water supply by limiting building/growth/sprawl in and around the reservation.
July-FA	Viewing wildlife & water supply
July-FA	The natural beauty and easy, free access
July-FA	The beauty its experience provides our senses with.
September-FA	
September-FA	open space and wildlife protection
September-FA	water supply and recreation

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Month – Location	Comment
September-FA	water supply
September-FA	Wild areas with limited public recreation
September-FA	Drinking water, recreation , greenland, preservation
September-FA	Public recreation
September-FA	Access
September-FA	Wildlife that inhabit the park (eagles, fox, etc.) historical value/education, water supply
September-FA	Public water supply/recreation
September-FA	Peaceful setting
September-FA	Preservation of land
September-FA	Drinking water
September-FA	Undisturbed wilderness in Ma - there aren't many others
September-FA	Public water supply, healthy forests, wildlife
September-FA	Public water supply, accidental wilderness
September-FA	To ensure the forever conservation of wildlife and nature.
September-FA	water supply & boating/fishing
September-FA	Public water supply & boating & fishing
September-FA	Recreation
September-FA	water supply
September-FA	Public water supply, public access/recreation
September-FA	Healthy forests & wildlife
September-FA	Last vestige of tranquility
September-FA	water supply w/ controlled public recreation
September-FA	Lack of commercialism

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Month – Location	Comment
September-FA	Natural resource
September-FA	water, great outdoor
September-FA	drinking water, unspoiled wild areas
September-FA	nature resource, beauty
September-FA	general enjoyment of wild areas
September-FA	preserve natural habitat/ecosystem
September-FA	natural resources
September-FA	should allow canoes
September-FA	drinking water, recreation
October-FA	A remote area in which to hike and view wildlife. Providing habitat for varied species of birds, reptiles, mammals, etc.
October-FA	World class fishing second only to good water
October-FA	Its having been returned to a natural state, encouraging and sheltering woodland and aquatic animals.
October-FA	Contribution to regional biodiversity
October-FA	High quality drinking water, solitude, wilderness characteristics, hiking opportunities.
October-FA	Allowing public access to enjoy the area - reason to live in the area
October-FA	Being able to walk through the reservation
October-FA	Wilderness/wildlife
October-FA	Wilderness/hiking
October-FA	It is a beautiful and peaceful area to be in. leave your worries at home.
October-FA	Wilderness - horseback riding should be allowed
October-FA	As a large preserve of forest and wildlife
October-FA	Preservation of wilderness and wildlife habitat
August-FA	Public access/recreation; public water supply; solitude/wilderness character; healthy forests/wildlife; boating/fishing
August-FA	water quality and access
August-FA	Public access/recreation; public water supply; solitude/wilderness character; healthy forests/wildlife; boating/fishing
September-FA	Access for fishing and no party boats

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Month – Location	Comment
September-FA	Access to unspoiled wilderness
September-FA	The beauty/quiteness, nature, the fishing, the wilderness
September-FA	Peacefullness, nature, fishing
September-FA	Opportunity to prevent thousands of acres from development
September-FA	Water supply, wilderness character
September-FA	Fishing, sight-seeing, wildlife observation
September-FA	Public water supply and recreation of all types
September-FA	Preserving the vast wilderness area
September-FA	water supply, solitude wilderness, eagles, a place of beauty!
September-FA	fishing
September-FA	fishing
September-FA	water supply/fishing/wilderness
October FA	Protected land/water overseen by state management
October FA	Being able to use the watershed for recreation

Appendix D Suggestions for Improvement

Question 18

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group Type	Month Received	Comment
General	June	It seems to me that logging and hunting interests have a disproportionate influence on DCR policies.
General	July	Act on recreation expansion. If a logging operation can operate, then a mtn. bike should be able to go there too!
General	August	Open up more land to public after all, the people of Mass pay for it.
General	August	Yes, but what difference - you do as you please anyway
General	August	Not sure
General	August	Don't know, but believe there is always room for improvement.
General	August	Open up Prescott to walkers
General	September-FA	Improvement is always possible
General	September-FA	Open fishing 7 days a week
General	October-FA	By putting the health of the forest & wildlife before the demands of human trespass.
Media	June	Meetings could be published in newspapers, newsletters sent to user communities.
Media	June	On-line forum
Media	June	Communicating time and place of meetings open to public. If necessary, hold more than 1 meeting in different areas of the state.
Media	June	Advertising all the above in newspapers and on tv.
Media	July	Publize opportunities for input.
Media	July	Advertise in local papers re: meetings, public hearings, and draft proposals - Amherst Bulletin, Belchertown Sentinel.
Media	July	More publicity
Media	July	More information in local newspapers in surrounding communities
Media	July	More advertising using various medias-newspapers, tv, radio, internet. Communication should be a primary and vital function of this magnificent
Media	July	Flyers/info sheet with town's water bill (we sill buy thru Lexington, but I think we are now part of MWRA for water as well as sewer
Media	July	More and earlier notice, including press coverage.
Media	July	Post meeting times in public view outside, near Quabbin gates; Post draft copies language in local papers

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group Type	Month Received	Comment
Media	July	Advertise, ask for suggestions, I would like to see a disk golf course and swimming area.
Media	July	Provide more public awareness by providing informational flyers (like this one) at key locations.
Media	July	Publicize plans and process more thoroughly - press releases
Media	August	More communication to the public about such hearings
Media	August	More publicity in newspapers, etc., about process & hearings
Media	August	More advertising about the meetings.
Media	August	More communication via media
Media	August	Needs to know when the meetings are and where.
Media	August	Post notices around Quabbin reservation & in local newspapers.
Media	August	More notification and public programs
Media	August	Post more info (newspaper)
Media	August	Info local paper's
Media	August	More information into newspapers available to public
Media	August	Advertise, get out there, meet the people and hand out info.
Media	August	It should be more highly publicized and advertised.
Media	August	Media articles on the subject, print-radio-tv
Media	August	Increase public awareness.
Media	August	Better getting out word on what they do!
Media	August	Information to the public through local newspapers, flyers in schools
Media	August	More publicity so public knows!
Media	October	Publicize - newspapers - posters
Media	October	More main stream notices about meetings.
Media	October	More notification possible. I heard about meeting on radio only Sunday.
Media	July-FA	Maybe notices in Sunday newspapers. Have bulletins at each gate, etc.
Media	July-FA	Better advertising
Media	July-FA	Story in Mass paper
Media	August-FA	Advertise its public access rules; expand public access rules
Media	August-FA	Advertise when meetings are, so public can attend.
Media	October-FA	Letting people know when these workshops and hearings take place.
Compliment	June	Good job. We love you.
Compliment	June	Not really sure. Thanks for the opportunity to respond to this survey.
Compliment	July	While I didn't know this before reading the above, it sounds like a good communications plan.
Compliment	July	Not sure, good as is.
Compliment	August	This is a great start. The internet.

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group Type	Month Received	Comment
Compliment	July-FA	Don't try to change what is already going on
Outreach	June	Increase public awareness of the above named items.
Outreach	June	More public input
Outreach	June	Explain how you use the input. Explain how or what policies rate (?) the management personel - of this resource- who do they represent and why.
Outreach	July	By seriously engaging in open discussion.
Outreach	July	By posting the plans at the visitors center, if not already done.
Outreach	July	Include the fisheries and wildlife advisory board as well as biologist from MassWildlife in the decision making process.
Outreach	August	Questionnaires in newspapers as insert.
Outreach	August	Survey, education, teachers in public and private schools and colleges who teach in fields related ot the Quabbin's uses and goals.
Outreach	August	Keep asking the public questions
Outreach	August	By allowing the public to view their opinions through written forms, not just attending meetings. We are not all scheduled the same (work, family, disabilities, transportation)
Outreach	August	Wider disbusal of info
Outreach	August	Hold more survey
Outreach	August	Oh boy! It's so simple. Mail it to everyone! To all taxpayers you have all our addresses!
Outreach	August	Advisory group might have more members and fewer recreation oriented groups
Outreach	August	Better promotion of hearings and other opportunities for input
Outreach	August	Sending information to abutting households, holding meetings in local town halls. I've lived in town and been an active in municipal government for years and never seen a notice or posting, so something could be improved.
Outreach	August	More public input via seminars and workshops
Outreach	August	Public information available at the visitor center.
Outreach	August	Inform people
Outreach	August	Get the word out more, since I answered No to 14, 15, 16.
Outreach	October	Send to public libraries in nearby towns, not just watershed towns (i.e., Athol, Phillipston, orange)
Outreach	October	Yearly outreach to MA residents via mail or newspaper on the public's opinion and access
Outreach	October	Provide updates to the public about what inputs the public suggests which have adopted or incorporated.
Outreach	July-FA	Make it available to the people who visit Quabbin or have a sign-up for a mailing list at each gate.
Outreach	July-FA	Make it easier for public to take part sectional meetings and better publicity
Outreach	July-FA	By more involvement from the "man in the street"

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group Type	Month Received	Comment
Outreach	July-FA	On-line input from public
Outreach	July-FA	Yes. Have the people in this area have more say on hours of operation and welfare of Quabbin. Also, access roads should be repaired. Spend some money received from forest projects on repairing roads.
Outreach	July-FA	by listening to the people who use it the most! (sportsmen)
Outreach	July-FA	Educate the public via general mailings
Outreach	July-FA	Include those of us who do not rely on its water directly, but enjoy its natural and historic resources.
Outreach	September-FA	Providing information to anglers when they launch boats
Outreach	September-FA	Individuals should be allowed to speak at those meets, where or not their names are on the agenda.
Outreach	September-FA	More public workshops about the activities allowed
Outreach	September-FA	Public ideas are different from advisor who aren't qualified.
Outreach	September-FA	policies seem to be decided before public hearings not as a result of what occurs at the public hearing.
Outreach	September-FA	More public announcements of meetings, prior to same
Outreach	October-FA	Have meetings in locations of greater population. The upcoming meeting on Oct. 13 is the first one I was ever aware of.
SUMMARY		
Media	41	
Outreach	38	
Compliment	6	
General	6	

Source: (DCR Visitor Survey Results: June-October, 2005)

Appendix E Other Comments

Other Comments
Maintenance of the Quabbin has recently deteriorated (i.e., snow plowing and mowing)
I would visit Gate 43 more often and so would my family, if the flush toilets were working
Why can't sailing, canoeing, & kayaking be more widely permitted? Same with X-country skiing?
The current access policy sounds just about correct across the board.
There should not be a deadline to exit the Quabbin by "dusk".
If motorboats are allowed in the water, modes of water transport such as kayaks and canoes should be allowed under equal opportunities.
Make it like Lake Mead, Ariz/Nevada!!
Please free Quabbin from the clutches of the state's selfish and greedy fisherman. Give Quabbin back to the people and not sportfishing assoc. or that kind of CRAP
Have lived in Gardner all my life and have fished Quabbin since it was open to fishing. Have record fish, 1st salmon
I have Quabbin since 1950 (5 years old), hiked it's areas since 1962, photographed it since 1963. Every year I have removed more and more rubbish dropped by hikers, fishermen, etc.,. This includes dam manefialment fishing line. Violators should be stiffly prosecuted when caught. Volunteers are needed for the "wilder, backwoods areas".
Allow access to Prescott point.
Overnight fishing should be allowed with permit.
I would like to be able to fish later in the evening on boat.

Source: (DCR Visitor Survey Results, June-October, 2005)

This page intentionally left blank.